

## CLAIMS

1. A management system for an information communications network system comprising:

means for recording a problem start time of said information communications network system;

means for recording a time of contact made to a customer by a monitor center after said problem has been resolved; and

means for computing a problem duration time from said problem start time and from said time of contact to said customer.

2. A management method for an information communications network system comprising the steps of:

a step of recording a time at which a problem of said information communications network system has started;

a step of reporting a recovery process to a customer by a monitor center after detection of said problem; and

a step of recording a time of contact made to said customer by said monitor center after said problem has been resolved.

3. A management system for an information communications network system comprising:

means for determining details of compensation to a customer using a problem duration time affecting said information communications network system and compensation criteria;

means for notifying said customer and an insurer of said details of compensation;

and

means for making a settlement which allows an information communication service provider who receives insurance money to be paid to said customer by said informed insurer to counterbalance an information communication service charge imposed by said customer with said insurance money.

4. The management system according to claim 3, wherein said compensation criteria are so set as to exclude as a matter for compensating a problem when said problem duration time does not reach a given exemption value.

5. The management system according to claim 3, wherein said compensation criteria are so set as to reduce an information communications network system charge corresponding to said problem duration time when said problem duration time exceeds a given exemption value.

6. The management system according to claim 3, wherein said compensation criteria are set in such a way as to compensate for said problem even when said problem occurs due to a cause for which said information communication service provider is not responsible.

7. The management system according to claim 3, wherein said compensation criteria are set in such a way as to compensate for damages in a case where a cause for said problem has defamed, or invaded the privacy of, a customer or a third party, or has resulted in damage to equipment, and erasure or alteration of information.

8. A management method for an information communications network system comprising the steps of:

a step of recording a problem start time of said information communications network system;

a step of recording a time of contact made to a customer by a monitor center after said problem has been resolved;

a step of computing a problem duration time from said problem start time and said time of contact to said customer for each target information communications network system of said customer;

a step of notifying said customer and an insurer of details of compensation to said customer determined by using said problem duration time and compensation criteria; and

a step of making a settlement which allows an information communication service provider who receives insurance money to be paid to said customer by said informed insurer to counterbalance an information communication service charge imposed by said customer with said insurance money.